



## Welcome to eCommerce

### What is eCommerce?

It is a product that allows our customers to use a credit card to make payments of fines and fees online through the Library website.

### How do I pay my fines and fees online?

To pay, follow these steps:

- Click on **'My library record'** and login with your name and library card number.
- Click on **'Unpaid Fines and Bills'** to view amounts owed (The fines/fees link is only visible if you have unpaid fines or fees.)
- Click on **'Pay Online'**.
- Click on **Select All** or choose the fine(s) you wish to pay.
- Enter the credit card information under billing information and click on **Submit**.
- Double check the information at the confirmation screen. You can **Cancel** this transaction or click **Submit** to complete your transaction.
- Click on **Print** to print a copy of the receipt and close the window.
- A receipt will be sent automatically to your email address if you supply one.

### What can be paid through eCommerce?

You can pay any fines or fees that shows when you log in to your library record.

### Is there a minimum amount for payment?

No.

### Which credit cards are accepted?

All credit cards that have the VISA or MasterCard symbols are accepted.

### What will show up on my credit card statement?

You will see a City of Mountain View charge.

### Is my transaction secure?

The Library uses PayPal, a secure gateway provider and we have a SSL certificate which encrypts Web pages containing sensitive information. The Library does not keep or store any confidential patron information, such as credit card number, credit card verification number or card expiration date.

### What does this error message mean: 'There is a problem with your patron record – payment not made – please see librarian for assistance'?

There are many reasons why you might see this error message. Please contact Customer Service at 650-903-6885 for more information. As long as this error message displays your payment is not processed and no fines or fees will be cleared from your record.

**What if my transaction is declined?**

When you see this following error message 'Sorry. Your payment has been declined. Please confirm your information is entered correctly or pay at the Library', your transaction is declined. If your transaction is declined, it means the transaction was successfully transmitted and received by PayPal, but subsequently declined. Check with your credit card provider if your information is entered correctly.

**Are there any refunds?**

No, there are no refunds. Before you pay, please examine your fines carefully and be sure you agree with the charges. Once the fines are paid, Library DOES NOT offer refunds. If you are not sure you agree with the charges, or if you have questions, please contact library FIRST before you pay. For assistance, contact the Customer Service at 650-903-6885.

**What if I need to dispute my fines or fees?**

Contact Library first before you make a payment. If you find a charge on your credit card that needs to be disputed, contact your credit card company.